

# PARCELS DELIVER POINTS WITH DHL SERVICE POINT

nectar.com



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MRS B SURPRISED

Collect 1 Nectar point for every £1 spent sending parcels to UK and international destinations

## COLLECTING POINTS



Send your parcel with DHL Service Point



Note the waybill number (10-digit tracking number) on your parcel documents as you need this to claim points



Collect Nectar points online by completing the form at [dhl.co.uk/nectar](http://dhl.co.uk/nectar)

It's quick and simple to claim your points. Please fill out the online form within 30 days of sending your parcels.

If you have any queries regarding claiming your Nectar points, email us on [nectar@dhl.com](mailto:nectar@dhl.com)

Visit [nectar.com](http://nectar.com) or download the Nectar app for easy access to your latest offers and points balance.



## DHL TRANSIT TIMES TO POPULAR DESTINATIONS

We offer some of the fastest transit times in the industry – and your parcel will stay in our global network from pick up to final delivery. DHL delivers to more than 220 countries and territories around the world, here are some of our popular destinations.

Country	DHL Service Point Zone	DHL Delivery Time (Days)*
Australia	Rest of World	3
Canada	USA/Canada/Mexico	2
China	Rest of World	2
France	EU	1
Germany	EU	1
Ghana	Rest of World	2
Hong Kong	Rest of World	2
India	Rest of World	2
Italy	EU	1
Kenya	Rest of World	2
Nigeria	Rest of World	2
Pakistan	Rest of World	2
Philippines	Rest of World	2
Saudi Arabia	Rest of World	2
South Africa	Rest of World	2
Spain	EU	1
United Arab Emirates	Rest of World	2
United Kingdom	UK	1
USA	USA/Canada/Mexico	2
Zimbabwe	Rest of World	2

\* The transit times apply from the day your parcel was collected from the store by the courier. DHL couriers only collect **Monday to Friday** (excluding bank holidays). If the courier has already collected when you drop your parcel off (please check with the store), add **+1 working day** to the transit time (weekends are not working days). The transit times are to major destinations, **do not** include time in Customs and are provided as a guide only. Transit times are also affected by public holidays in the destination country.

## THE LESS INTERESTING (BUT IMPORTANT) INFORMATION...

**PROHIBITED ITEMS:** DHL shall not be liable in the event that you have shipped any prohibited items as displayed in store. If your parcel contains a prohibited item, it may be delayed or stopped and you will be contacted by DHL. For advice please contact DHL Customer Service on **0844 248 0844\***.

**TERMS & CONDITIONS:** DHL's Terms and Conditions of Carriage apply. These are available on the reverse of the shipping information form located at the DHL Service Point or [www.dhl.co.uk/terms](http://www.dhl.co.uk/terms)

**LIABILITY:** DHL's liability for direct loss or damage is limited to the lesser of the current market or declared value of the goods or 19 Special Drawing Rights per kilogram (approximately US\$ 26.00 per kilogram) for shipments transported by air or 8.33 Special Drawing Rights per kilogram (approximately US\$ 14.00 per kilogram) for shipments transported by road. Please see [www.dhl.co.uk/terms](http://www.dhl.co.uk/terms) for full details.

**INSURANCE:** Additional Insurance is not available at all DHL Service Point locations; please check with your local DHL Service Point for availability or call DHL Customer Service on **0844 248 0844\***. Insurance is calculated at £12 for items worth up to £800 in value or at 1.5% of the total value of the item if greater than £800. If Insurance is not accepted or is not available then DHL's Standard Liability applies as outlined above.

**TRACKING:** Tracking information for any parcel will not be available until the shipment is collected from the DHL Service Point by a DHL courier.

**CLAIMS:** In the unlikely event that you need to make a claim, please see our claims guide available at [www.dhl.co.uk/claims](http://www.dhl.co.uk/claims) or contact DHL Customer Service on **0344 248 0879**.

**DATA PROTECTION:** Your personal details are important to us and will be used fairly, in confidence and kept secure for no longer than necessary in compliance with the Data Protection Act 1998. By signing the DHL Service Point order, you acknowledge and accept the terms of the personal data statement which can be found on the reverse of the shipping information form located at the DHL Service Point or by visiting [www.dhl.co.uk/privacy](http://www.dhl.co.uk/privacy)

\* Calls to DHL UK phone numbers beginning '084' cost 7 pence per minute, plus your phone company's access charge.

## CUSTOMER HELPLINE

**0844 248 0844\***

[dhl.co.uk/parcel](http://dhl.co.uk/parcel)

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## FAST, SECURE AND RELIABLE WORLDWIDE DELIVERY



DHL Express